MALCOLM EDWARDS

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Professional Summary
ServiceNow Architect, System Administrator, Implementor
Enterprise and IT Service Management -- Software Quality Assurance

Core Capabilities
- ServiceNow Platform Architecture, Platform Management, System Administration & Governance, ServiceNow Implementation and Migration
- AI-Enabled Workflow Design, Business Process Optimization
- Cloud Integration (Azure), CI/CD & DevOps Enablement
- Data-Driven Decision Support, Analysis & Reporting

Independent Consultant, Fractional IT Services – AI-Enabled Knowledge Design & Legal Services Process Analyst Feb 2025 – Present
- Business Intelligence Analysis, Data quality improvement, transformations of small datasets.
- Assist clients in applying AI technologies to real-world tasks, making reporting and generative tools more effective.
- Data Literacy Enablement - Targeted instruction in Excel, Power BI, and statistics enabling independent analysis using AI-assisted tools.
- Knowledge Management and Design for roles, responsibilities, standard procedures.

ServiceNow Platform Architect | ITSM Strategy H&R Block | Mar 2016 – Jan 2025
ServiceNow System Architecture, System Administration & ServiceNow Implementation
- End-to-end platform ownership and strategic advising as ServiceNow architect, admin, platform manager and compliance partner.
- ServiceNow application implementation, integration, and deployment (Case Mgmt, GRC, HR, Vendor Risk, Vulnerability Management

Service Management Program Strategy & Architecture
- IT Service Management implementation, processes design and management.
- Configuration Management Database management, Discovery, IT Asset Management, and Service Mapping
- Enablement of business teams' service capability improvement via design, build, test and deployment of catalog of services, workflows, dashboards and reports.

AI Practitioner
- AI-enabled incident operations. Operational task, chat, and issue summation. Knowledge management creation, Issue and Event Clustering, Similarity Detection, and Trending analysis, LLM tuning.
- CI/CD and Change Management integration reducing outages and ensuring audit compliance.

ServiceNow Platform Management, Software Quality Assurance | UMB Bank, NA Sep 2006 – Oct 2015

Systems & Process Leadership

- Leadership across QA, Service Desk, managing ServiceNow and core ITIL practices (Incident, Change, CMDB, Request, Problem, and Knowledge Management).
- Change Advisory Board Chair, Regular Major Incident Reviews, Regular Root Cause Analysis Reviews
- Enterprise enablement of proactive problem management and CMDB service mapping to strengthen operational reliability.
- IT Service Desk Management, transformation into professional development hub improving service maturity, ownership, career growth, and team morale.

Quality Assurance & GRC Enablement

- Advanced QA practice implementation including telemetry-informed testing, spanning product life cycle: requirements testing, scenario and story testing, performance testing, database and data quality testing, manual and automation testing, regression, API testing.
- Dashboard design and performance reporting for testing, service delivery, and change management, enabling risk-informed decisions.

Enterprise Platforms & ITSM

- Platforms: ServiceNow (Architecture, System Administration, Systems Integration), BMC, Entra ID, Globalscape, Rapid7, Qualys, iOffice, Workato, Workday HCM
- Modules: ITSM, HR, GRC, Legal, Vendor Risk, Vulnerability, Facilities, Case Mgmt, CSDM, CMDB, Discovery
- Cloud & Infra: Azure, Azure Portal, Databricks, CI/CD Pipeline Integration

Skills & Tools -

- Mathematica, Power BI, Tableau, Excel, SQL, Looker, KQL, Grafana
- AI/ML Platforms: LLMs, Supervised/Unsupervised ML), Azure AIOps
- Methods: Data Modeling, Predictive Analytics, Process Mining, Incident Clustering, Telemetry Analysis
- API testing, Performance Testing, Scripted Regression and Automated testing, User Acceptance and Production Validation Test Management
- Spatial/GIS: Cartography, Census Tools, Demographic Analysis

Education

- MA, Geography – University of Missouri
- BA, Spanish and Portuguese – Washington University in St. Louis
- Arabic Language Study – Modern Language Center, Amman, Jordan

LANGUAGES

- Portuguese: Fluent
- Spanish: Fluent
- Levantine Arabic: Intermediate